

FORM PTO-1449

U.S. Department of Commerce
Patent and Trademark OfficeAtty. Docket No.
P24306Application No.
10/736,690INFORMATION DISCLOSURE STATEMENT
BY APPLICANT

(Use several sheets if necessary)

Applicant
Javier B. ARELLANO et al.Filing Date
December 17, 2003Group
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U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
<i>BP</i>		6 4 8 3 5 2 3	11/2002	FENG			
<i>BP</i>		5 9 9 9 9 0 8	12/1999	ABELOW			
<i>BP</i>		5 9 7 4 2 5 3	10/1999	NAHABOO et al.			
<i>BP</i>		5 7 9 0 1 1 7	08/1998	HALVIATTI et al.			
<i>BP</i>	2003/	0 1 5 8 6 5 5	08/2003	OBRADOVICH et al.			
<i>BP</i>		6 4 8 7 2 7 7	11/26/02	BEYDA			

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES	NO

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

<i>BP</i>	1	LIEBERMAN, H., et al., "Let's Browse: A Collaborative Web Browsing Agent," 5-8 January 1999.

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Patent and Trademark Office**

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BP	5 6 6 6 4 0 0	09/09/97	MCALLISTER et al.			
BP	6 0 5 2 6 9 3	04/18/00	SMITH et al.			
BP	6 1 6 1 1 3 0	12/12/00	HORVITZ et al.			
BP	6 6 1 8 7 1 5	09/09/03	JOHNSON et al.			

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BP	6 4 0 5 1 5 9	06/11/02	BUSHEY et al			
	4 9 6 4 0 7 7	10/16/90	EISEN et al			
	5 1 1 5 5 0 1	05/19/92	KERR			
	5 2 0 4 9 6 8	04/20/93	PARTHASASATHI			
	5 2 0 6 9 0 3	04/27/93	KOHLER et al			
	5 2 6 3 1 6 7	11/16/93	CONNER. Jr. et al			
	5 2 9 9 2 6 0	03/29/94	SHAO			
	5 3 2 7 5 2 9	07/05/94	FULTS et al			
	5 3 3 5 2 6 9	08/02/94	STEINLICHT			
	5 3 8 8 1 9 8	02/07/95	LAYMAN et al			
	5 4 2 0 9 7 5	05/30/95	BLADES et al			
	5 4 9 5 5 6 7	02/1996	IIZAWA et al			
	5 5 1 9 7 7 2	05/21/96	AKMAN et al			
	5 5 3 5 3 2 1	07/09/96	MASSARO et al			
	5 5 3 7 4 7 0	07/16/96	LEE			
	5 5 6 1 7 1 1	10/01/96	MULLER			
	5 5 8 6 0 6 0	12/1996	KUNO et al			
	5 5 9 4 7 9 1	01/14/97	SZLAM et al			
	5 6 0 0 7 8 1	02/04/97	ROOT et al			
	5 6 1 5 3 2 3	03/1997	ENGEL et al			
	5 6 5 7 3 8 3	08/12/97	GERBER et al			
	5 6 5 9 7 2 4	08/1997	BORGIDA et al			
	5 6 8 4 8 7 2	11/04/97	FLOCKHART et al			
BP	5 7 1 0 8 8 4	01/20/98	DEDRICK			
	5 7 2 7 9 5 0	03/1998	COOK et al			

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BP	5 8 0 6 0 6 0	09/1998	BORGIDA et al			
	5 8 4 8 3 9 6	12/1998	GERACE			
	5 8 8 4 0 2 9	03/1999	BRUSH, II et al			
	5 9 9 1 7 3 5	11/1999	GERACE			
	6 3 8 9 4 0 0	05/14/02	BUSHEY et al			
	5 6 8 4 8 7 0	11/1997	MALONEY et al			
	5 8 2 5 8 6 9	10/1998	BROOKS et al			
	5 9 0 3 6 4 1	05/1999	TONISSON			
	5 9 2 3 7 4 5	07/1999	HURD			
	5 9 5 3 4 0 6	09/1999	LARUE et al			
	6 0 4 4 3 5 5	03/2000	CROCKETT et al			
	6 1 3 4 5 3 0	10/2000	BUNTING et al			
	6 1 6 3 6 0 7	12/2000	BOGART et al			
	6 1 7 3 0 5 3	01/2001	BOGART et al			
	4 3 1 0 7 2 7	01/12/82	LAWSER			
	4 6 9 4 4 8 3	09/15/87	CHEUNG			
	4 9 2 2 5 1 9	05/01/90	DAUDELIN			
	5 3 3 5 2 6 8	08/02/94	KELLY, JR. et al			
	5 4 7 9 4 8 8	12/26/95	LENNIGN et al			
BP	5 5 0 0 7 9 5	03/19/96	POWERS et al			
BP	5 5 3 0 7 4 4	06/25/96	CHARALAMBOUS et al			

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BP	1	Kelly, "From Intelligent Call Routing to Intelligent Contact Management," Call Center Solutions, v19, n3, Sep. 2000;
	2	"Call Center Roundup," Teleconnect, Dec. 1998.
	3	"Call Centers: sales, service and competitive advantage," Canadian Business, v70, n2, Feb. 1997.
BP	4	Foster, "Advanced Definity call centers: Working for you and your customers," AT&T Technology, v9, n2, Summer 1994;

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BP	5 5 3 3 1 0 7	07/02/96	IRWIN et al			
	5 5 9 4 7 9 1	01/14/97	SZLAM et al			
	5 6 7 5 7 0 7	10/07/97	GORIN et al			
	5 7 3 4 7 0 9	03/31/98	DEWITT et al			
	5 7 5 8 2 5 7	03/26/98	HERZ et al			
	5 7 7 1 2 7 6	06/23/98	WOLF			
	5 8 0 8 9 0 8	09/15/98	CHAHRAMANI			
	5 8 0 9 2 8 2	09/15/98	COOPER et al			
	5 8 2 2 7 4 4	10/13/98	KESEL			
	5 8 2 5 8 5 6	10/20/98	PORTER et al			
	5 8 3 2 4 3 0	11/03/98	LLEIDA et al			
	5 8 7 0 3 0 8	02/09/99	DANGELO et al			
	5 9 4 3 4 1 6	08/24/99	GISBY			
	5 8 2 1 9 3 6	10/1998	SHAFFER et al			
	5 8 6 4 6 0 5	01/1999	KESHAV			
	6 3 5 3 6 6 1	03/2002	BAILEY, III			
	4 7 6 1 5 4 2	08/02/88	KUBO et al			
	5 5 8 6 2 1 9	12/17/96	YUFIK			
	5 6 6 8 8 5 6	09/16/97	NISHIMATSU et al			
	5 8 1 2 9 7 5	09/22/98	KOMORI et al			
	5 8 1 9 2 2 1	10/06/98	KONDO et al			
BP	5 8 3 2 4 2 8	11/03/98	CHOW et al			
	5 7 9 3 3 6 8	08/11/98	BEER			

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BP	5	Card, S.K., et al., "The Psychology of Human-Computer Interaction", Hillsdale, NJ: Lawrence Erlbaum (1983);
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BP	6 3 8 9 5 3 8	05/2002	GRUSE et al			
	6 3 8 9 4 0 3	05/2002	DORAK et al			
	5 5 6 6 2 9 1	10/1996	BOULTON et al			
	6 0 1 4 6 3 8	01/2002	BURGE et al			
	6 2 3 6 9 9 0	05/2001	GELLER et al			
	5 7 4 0 5 4 9	04/1998	REILLY et al			
	5 2 3 2 4 5 2	06/1994	DICKMAN et al			
	5 8 8 9 9 9 2	04/30/99	KOERBER et al			
	6 5 6 4 1 9 7	05/2003	SAHAMI et al			
	6 4 1 1 6 8 7	06/2002	BOHACEK et al			
	6 3 4 9 2 9 0	02/2002	HOROWITZ et al			
	6 3 3 0 3 2 6	12/2001	WHITT			
	6 2 6 9 1 5 3	07/2001	CARPENTER et al			
BP	6 2 1 2 5 0 2	04/2001	BALL et al			

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DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO
BP 0 0 / 7 3 9 6 8*	12/07/00	W.I.P.O			

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

BP	6	Hart, S.G., et al., "Development of the NASA-TLX (Task Load Index): Results of Empirical and Theoretical Research", In P.A. Hancock and N. Meshkati (Eds.), "Human Mental Workload". (pp. 139-183) Amsterdam: North-Holland (1988).
	7	John, B.E., et al., "Using GOMS for User Interface Design and Evaluation: Which technique?", ACM Transactions on Computer-Human Interaction, 3 (4). 287-319 (1996).
	8	Shingledecker, C.A., "Operator Strategy: A Neglected Variable in Workload Assessment", The American Psychological Association, Division 21 Symposium on Mental Workload Measurement: The Theory Application Interface, Montreal, Quebec, Canada: American Psychological Association (1980);
	9	Wei, Z.G., "Mental Load and Performance at Different Automation Levels", The Netherlands: Delft; University. Applicants particularly call the Examiner's attention to pages 28-38 of this document (1997)
BP	1 0	Wierwille, W.W., et al., "Recommendations for Mental Workload Measurement in a Test and Evaluation Environment", Human Factors, 35 (2), 263-281 (1993).

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BP		6 1 3 4 3 1 5	10/2000	GALVIN			
		5 5 8 6 1 7 1	12/1996	MCALLISTER et al			
		5 5 5 3 1 1 9	09/1996	MCALLISTER et al			
2003	/	0 0 2 6 4 0 9	02/06/03	BUSHEY et al			
		6 0 6 1 4 3 3	05/09/00	POLCYN et al			
		6 0 5 8 1 7 9	05/2002	SHAFFER et al			
		6 0 1 6 3 3 6	01/18/00	HANSON			
		5 7 2 9 6 0 0	03/17/98	BALHA et al			
2003	/	0 1 5 6 7 0 6	08/21/03	KOEHLER et al			
		5 3 1 1 4 2 2	05/10/94	LOFTIN et al			
		5 7 5 7 6 4 4	05/26/98	JORGENSEN et al			

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BP	03	/ 0 1 3 1 1 1	02/13/03	W.I.P.O			

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

BP	1	1	Ameritech Corp., "Ameritech Phone-Based UI Standards: Dialogue Design", http://www.ameritech.com/corporate/testtown/library/standard/pbix4.html >, 1998.				
	1	2	InterVoiceBrite, Inc., "AgentConnect Call Center Platform Brochure", no date available.				
	1	3	KELLNER A. et al., "PADIS - An automatic telephone switchboard and directory information system", <u>Speech Communication</u> , October 1997.				
	1	4	CARPENTER et al., "Natural Language Call Routing: a Robust, Self-Organizing Approach," Lucent Technologies Bell Laboratories (1998).				
	1	5	"Lucent Technologies announces trial of natural language call routing technology," a press release dated December 3, 1997.				
BP	1	6	RICARDI G., et al., "A spoken language system for automated call routing," 1997 IEEE International Conference on Acoustics, Speech, and Signal Processing, AT&T Bell Labs.				

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BP		5 8 6 4 8 4 4	01/26/99	JAMES et al			
		6 0 5 8 1 6 3	05/02/00	PATTISON et al			
		6 0 6 7 5 3 8	05/23/00	ZORBA et al			
		6 0 9 9 3 2 0	08/08/00	PAPADOPOULOS			
		6 1 2 8 3 8 0	10/03/00	SHAFFER et al			
		6 1 5 7 8 0 8	12/05/00	HOLLINGSWORTH			
		6 2 3 6 9 5 5	05/22/01	SUMMERS			
		6 2 8 2 4 0 4	08/28/01	LINTON			
		6 2 0 1 9 4 8	03/13/01	COOK et al			
2003	/	0 1 4 3 9 8 1	07/31/03	KORTUM et al			
		5 7 0 6 3 3 4	01/06/98	BALK et al			
		5 8 0 2 5 2 6	09/01/98	FAWCETT et al			
		5 9 9 9 6 1 1	12/07/99	TATCHELL et al			
		6 0 3 5 3 3 6	03/07/00	LU et al			
		6 0 8 8 4 2 9	07/11/00	GARCIA			
		6 1 0 4 7 9 0	08/15/00	NARAYANASWAMI			
		6 1 4 8 0 6 3	12/14/00	BRENNAN et al			
		6 1 7 0 0 1 1	01/02/01	MACLEOD BECK et al			
		6 2 6 3 0 5 2	07/17/01	CRUZE			
		6 2 9 5 5 5 1	09/25/01	ROBERTS et al			
		6 3 3 2 1 5 4	12/18/01	BECK et al			
BP	2001	/ 0 0 4 1 5 6 2	11/15/01	ELSEY et al			

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BP		0 0 / 3 3 5 4 8	06/08/00	W.I.P.O			

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

BP	1	7	"ACD Learning Center Tutorial Series", ACD Call Center Online Learning Center,				
BP			http://www.call-center.net/ivr-series.htm .				

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		6 0 5 5 5 4 2	04/2000	NIELSEN et al			
		6 1 6 6 7 3 2	12/2000	MITCHELL et al			
		6 2 0 1 9 4 8	03/2001	COOK et al			
BP		6 4 4 8 9 8 0	09/2002	KUMAR et al			

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BP	1	8	"Customer Management Technology", TeleTech, < http://www.teletech.com/solutions/cmt.htm >, printed on December 18, 2001.				
	1	9	"Products & Services - Interactive Voice Response (IVR)" Prairie Systems, http://www.prairiesys.com/PSI/p_s_interactive_sol.htm .				
	2	0	"RVS Voice", iMessaging Systems, Inc., http://www.imessagingsystems.com/imsprods/rvsvoice/rvsvoice.htm .				
	2	1	"What's Next in Interactive Voice Response", International Nortel Networks Meridian Users Group, < http://www.innmug.org/information/kirvan.html >, which was published in the December, 2000 issue of <u>InnTouch</u> ;				
	2	2	KOBAYASHI, K., "Information Presentation based on Individual User Interests," 1998, <u>Second International Conference, IEEE</u> , pp. 375-383;				
	2	3	SGOUROS, N., "Dynamic Dramatization of Multimedia Story Presentations", 1997 ACM, pp. 87-94.				
	2	4	MURTAUGH, M., "The Automatist Storytelling System," 1996 Massachusetts Institute of Technology, Masters Thesis.				
	2	5	BROOKS, K. M., "Do Agent Stories Use Rocking Chairs: The Theory and Implementation of One Model for Computational Narrative," <u>Processings of the Fourth ACM International Multimedia Conference on Intelligent User Interfaces</u> , ACM Press 1996.				
	2	6	MAYBURY, M., <u>Intelligent Multi-Media Interfaces</u> , AAAI/MIT Press, Cambridge, MA, 1993, Chapter 5: S.K. FIENER et al., "Automating the Generation of Coordinated Multimedia Explanations."				
	2	7	SZEKELY, P., "Retrospective and Challenges for Model-Based Reasoning," USC Information Sciences Institute, Marina del Rey, CA, 1996.				
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	2002/ 0 0 5 5 8 6 8	05/09/02	DUSEVIC et al.			
	2002/ 0 1 9 6 2 7 7	12/26/02	BUSHEY et al.			
	2003/ 0 1 5 6 1 3 3	08/21/03	MARTIN et al.			
	2004/ 0 0 3 2 9 3 5	02/19/04	MILLS et al.			
	2004/ 0 0 4 2 5 9 2	03/04/04	KNOTT et al.			
	2004/ 0 0 0 6 4 7 3	01/08/04	MILLS et al.			
	4 9 3 0 0 7 7	05/29/90	FAN			
	5 1 8 1 2 5 9	01/19/93	RORVIG			
	5 3 7 1 6 7 3	12/06/94	FAN			
	5 6 3 3 9 0 9	05/27/97	FITCH			
	5 6 7 1 3 5 1	09/23/97	WILD et al.			
	5 8 2 2 3 9 7	10/13/98	NEWMAN			
	5 8 3 5 5 6 5	11/10/98	SMITH et al.			
	5 8 7 2 8 6 5	02/16/99	NORMILE et al.			
	5 8 7 3 0 6 8	02/16/99	BEAUMONT et al.			
	5 9 0 5 7 7 4	05/18/99	TATCHELL et al.			
	5 9 6 3 9 6 5	10/05/99	VOGEL			
	6 0 2 6 3 8 1	02/15/00	BARTON III et al.			
	6 0 3 2 1 2 9	02/29/00	GREEF et al.			
	6 0 3 5 2 8 3	03/07/00	ROFRANO			
	6 0 3 8 5 6 0	03/14/00	WICAL			
	6 0 5 8 4 3 5	05/02/00	SASSIN et al.			
	6 1 6 0 8 7 7	12/12/00	TATCHELL et al.			
BP	6 2 1 9 6 6 5	04/17/01	SHIOMI			

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U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
BP	6 2 3 0 1 9 7	05/08/01	BECK et al.			
	6 2 4 3 3 7 5	06/05/01	SPEICHER			
	6 2 4 9 5 7 9	06/19/01	BUSHNELL			
	6 2 7 8 9 7 6	08/21/01	KOCHIAN			
	6 2 8 9 0 8 4	09/11/01	BUSHNELL			
	6 2 9 2 9 0 9	09/18/01	HARE			
	6 2 9 6 3 7 6	10/02/01	KONDO et al.			
	6 3 0 8 1 7 2	10/23/01	AGRAWAL et al.			
	6 3 3 6 1 0 9	01/01/02	HOWARD			
	6 3 5 3 8 2 5	03/05/02	PONTE			
	6 3 5 7 0 1 7	03/12/02	BEREITER et al.			
	6 3 6 6 8 7 9	04/02/02	COXHEAD et al.			
	6 3 7 4 2 6 0	04/16/02	HOFFERT et al.			
	6 4 0 0 8 0 7	06/04/02	HEWITT et al.			
	6 4 0 5 1 4 9	06/11/02	TSAI et al.			
	6 4 0 5 1 7 0	06/11/02	PHILLIPS et al.			
	6 4 3 4 7 1 4	08/13/02	LEWIS et al.			
BP	6 5 1 6 0 5 1	02/04/03	SANDERS			
	6 5 9 8 0 2 2	07/22/03	YUSCHIK			

FOREIGN PATENT DOCUMENTS

DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO

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FORM PTO-1449	U.S. Department of Commerce Patent and Trademark Office	Atty. Docket No. P24306	Application No. 10/736,690
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EXAMINER INITIAL		DOCUMENT NUMBER							DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
BP		6	2	3	6	3	9	5	05/22/01	SEZAN et al.			
		6	5	8	7	1	2	7	07/01/03	LEEKE et al.			
		6	1	2	8	6	2	4	10/03/00	PAPIERNIAK et al.			
2001	/	0	0	1	4	8	6	8	08/16/01	HERZ et al.			
BP		6	3	3	8	0	5	0	01/08/02	CONKLIN et al.			

FOREIGN PATENT DOCUMENTS

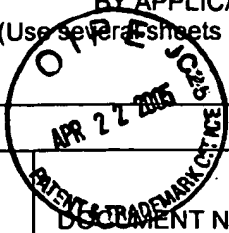
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